

# KARAN JADHAV

CUSTOMER SERVICE/CASHIER



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301 Al gaz tower near Al wahda mall ,  
Abu Dhabi , UAE

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## SKILLS

- Communication Skills
- Ability to Work Under Pressure
- Ability to Multitask
- Effective Time Management
- Critical thinking and problem solving
- Team leadership

## EDUCATION

**Bachelors of commerce ,  
Madhurai Kamaraj university ,  
Mumbai**

07/2014 - 11/2017

**Higher secondary school ,  
Maharashtra board, Mumbai**

07/2012 - 05/2014

## HOBBIES

- Stock Trading: Passionate about analyzing financial markets and making informed trading decisions.

## PROFILE

**Objective:** Highly motivated and customer-focused professional seeking a position as a Cashier and Customer Service Representative. Dedicated to providing exceptional service to customers, handling cash transactions accurately, and ensuring a positive and efficient customer experience. Aiming to be Branch manager Utilizing strong communication skills and attention to detail to contribute to the success of the organization and deliver outstanding service to every customer.

**Overview:** Dedicated and customer-focused professional with 6 years of experience in customer service, cash handling, and support. Seeking a position as Cashier and Customer Service Representative to provide fast and excellent service, comply with company policies, and promote customer satisfaction. Fluent in English and Hindi, Marathi Adaptable to work on a shifting schedule and in any location across the UAE.

**Education:** Bachelor's degree of Commerce, Madurai Kamaraj University, India, 2017

### Work Experience:

#### 1. IDFC FIRST BANK (JAN 2022-September 2022)

Customer Service Representative (Credit Card) Assisted customers with credit card inquiries through various communication channels. Responded promptly to customer queries, enquiries and provided necessary technical information. To attend customers for all business transactions. Maintained a neat and clean workplace tables , adhering to office guidelines.

#### 2. KOTAK MAHINDRA BANK (March 2019-December 2021)

Deputy Manager - Customer Service (Credit Card) Provided exceptional customer service for credit card support through system like Telephone calls, emails, chats, and video banking.

Resolved customer complaints supporting independently, ensuring high levels of customer satisfaction for the business. Handling language barrier customer like Malayalam urdu tagalog

Cross-sales new products promotional conversion and services introduced by the company to customers.

#### 3. AMWAY INDIA ENTERPRISES (February 2017- February 2019)

Cashier & Customer Service, Handled cash transactions modes efficiently warehouse tracking , maintaining compliance with company rules and AML policies. Forward technical support requisitions to Admin Office Administration Deivered professional customer service to meet customer needs and promote customer loyalty. Traning program to the customer

### Skills:

- Excellent communication skills in English and proficiency in, Hindi, or Marathi

- Reading: Enjoys exploring a diverse range of books, including fiction and non-fiction.
- Travelling: Passionate about discovering new cultures and experiencing different cuisines.
- Cooking: Finds joy in experimenting with new recipes and creating delicious meals.
- Playing sports: Active participation in sports such as cricket and badminton for physical fitness and recreation.

## LANGUAGES

English  
Hindi  
Marathi  
Marwadi  
Gujarati

- Strong adaptability to work on shifting schedules and in various locations across the UAE.
- Ability to work under pressure and resolve customer issues effectively.
- Knowledge of AML rules, policies, Adhoc and procedures.
- Proficient in using various software applications for data entry and technical support.
- Proven ability to promote and cross-sell new products and services to customers

Additional Information:

- Successfully managed and handled a wider range of customer inquiries, ensuring positive customer experiences.
- Consistently met and exceeded performance announcements targets, leading to recognition for outstanding achievements.
- Actively participated in training programs and activities to enhance product knowledge and customer service skills.

Accomplishment

India

02/2017 - 09/2022

- Consistently achieved high customer satisfaction ratings, maintaining an average rating of 95% throughout tenure at Kotak Mahindra Bank.
- Awarded "Top Performer" multiple times for exceeding sales targets and generating significant revenue through cross-selling at Kotak Mahindra Bank.
- Successfully resolved complex customer issues, reducing complaint escalation by 30% at IDFC First Bank.
- Improved customer response time by implementing efficient communication methods at Amway India Enterprises, resulting in a 20% reduction in customer wait time.
- Demonstrated outstanding leadership skills, leading and training a team of customer service representatives to achieve departmental goals at Kotak Mahindra bank